

## WHAT IS CLAIMED IS:

1. A computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising:

obtaining a reference material search request;

5 providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

10 2. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

15 3. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

20 4. The computer implemented method of claim 3 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

5. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

6. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

5 7. The computer implemented method of claim 1 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

10 8. The computer implemented method of claim 1 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

15 9. The computer implemented method of claim 8 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

10 10. The computer implemented method of claim 1 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

20 11. A method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

25 providing to the second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines from the first computing unit based on the reference material search request; and

providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

12. The method of claim 11 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

13. The method of claim 11 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

14. The method of claim 13 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

15. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

16. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

17. The method of claim 11 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

18. The method of claim 11 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

19. The method of claim 18 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

20. The method of claim 11 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

21. The method of claim 11 wherein the second computing unit is a handheld computer.

22. The method of claim 11 wherein the communications network is a global computer network.

23. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

at least one processor adapted to obtain a reference material search request;

said at least one processor adapted to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request; and

said at least one processor adapted to provide a copy of the at least one reference material associated with the at least one cataloged item.

24. The system of claim 23 wherein the search request comprises data relating to the machine, data relating to a skill level, and data relating to a service task.

25. The system of claim 23 wherein the search request comprises data relating to the machine, data relating to a skill level, and data relating to a service task.

26. The system of claim 25 wherein the data relating to the machine comprises data relating to product type and model, the data relating to a skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

27. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

28. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

29. The system of claim 23 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

30. The system of claim 23 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

31. The system of claim 30 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

32. The system of claim 23 wherein the at least one processor is adapted to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

33. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

means for obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

5 means for providing to the second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from the first computing unit based on the reference material search request; and

10 means for providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

34. The system of claim 33 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

15 35. The system of claim 33 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

20 36. The system of claim 35 wherein the data relating to the machine comprises product data relating to type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

37. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

25 38. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

39. The system of claim 33 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

40. The system of claim 33 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

41. The system of claim 40 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

42. The system of claim 33 wherein the means for providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

43. The system of claim 33 wherein the second computing unit is a handheld computer.

44. The system of claim 33 wherein the communications network is a global computer network.

45. At least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

46. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

47. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

48. The at least one program storage device of claim 47 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

49. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

50. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

51. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

52. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.



53. The at least one program storage device of claim 52 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

54. The at least one program storage device of claim 45 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

55. An article of manufacture comprising:

at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means in said article of manufacture comprising:

computer readable program code means for causing a first computing unit to obtain a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

computer readable program code means for causing the first computing unit to provide based on the reference material search request, a list of at least one cataloged item associated with at least one reference material relating to at least one of training and field service of machines to the second computing unit; and

computer readable program code means for causing the first computing unit to provide a copy of the at least one reference material associated with the at least one cataloged item to the second computing unit.

56. The article of manufacture of claim 55 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

57. The article of manufacture of claim 55 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

5 58. The article of manufacture of claim 57 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

10 59. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

15 60. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

20 61. The article of manufacture of claim 55 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

62. The article of manufacture of claim 55 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

25 63. The article of manufacture of claim 62 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data

relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

64. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the copy comprises computer readable program code means for causing the first computing unit to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

65. The article of manufacture of claim 55 wherein the second computing unit is a handheld computer.

66. The article of manufacture of claim 55 wherein the communications network is a global computer network.